## TITLE: AUTOMATED CUSTOMER SUPPORT SYSTEM INVENTORS NAME: Sindhu Joseph et al. DOCKET NO.: 256.095US1

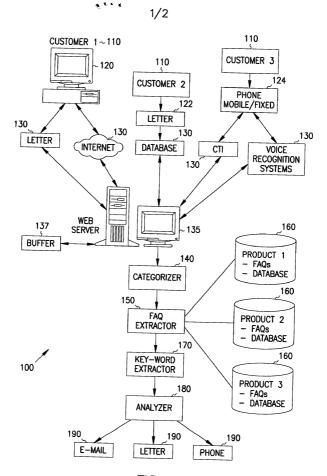


FIG. 1

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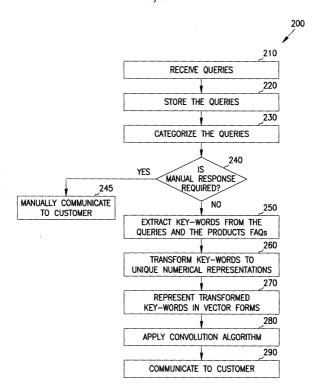


FIG. 2